

2002 State Recertification Process AT&T Relay Services

Technical Standards:

TRANSMISSION MODES:

See the attachment entitled "AT&T TRS Service Features"

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SPEED OF ANSWER:

Please reference AT&T's monthly report to you for information regarding speed of answer, blockage rates and other performance data. AT&T treats these reports as proprietary.

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EQUAL ACCESS AND COC:

Equal Access To Interexchange Carriers:

Currently, the following carriers participate with AT&T Relay in the industry solution for Carrier of Choice to different extents in various geographical areas.

- AT&T
- Cox (Bus)
- Cox (Res)
- Excel
- Frontier
- Global Crossing
- LDDS
- MCI
- Metromedia
- Qwest
- Sprint
- Vartec
- Verizon
- WilTel
- Excel 10-10
- Telcomm USA 10-10
- WorldXchange 10-10
- ClearChoiceFiveTalk 10-10

The following is the process for any interested IXC's to participate in the AT&T Relay long distance Carrier of Choice (COC) platform:

- Have the long distance carrier contact AT&T in writing, on company letterhead, requesting information for participation in the COC for TRS. The AT&T contact information is:

AT&T Relay Customer Service
100 South Jefferson Street - Suite 115
New Castle, PA 16101

Phone: (800) 682-8706

Fax: (888) 288-2184

TTY: (800) 682-8786

Website: www.att.com/relay/feedback.html

- AT&T will provide the long distance carrier the list of local exchange carriers ("LEC") Access Tandems ("AT") that they must have access to as well as information pertaining to the ANI ii information digit pairs that AT&T will provide to their network.
- The long distance carrier will provide AT&T their CIC and OZZ codes associated with the 1+, 0+, and 0- dialing.
- AT&T TRS will provision the COC Platform to allow calls to be placed on the long distance carrier's network at the above mentioned LEC ATs.
- AT&T TRS will modify the COC screen to allow this long distance carrier to be chosen as a COC.

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TRS FACILITIES:

For a copy of AT&T's contingency/disaster recovery plan, please see the attachment entitled "Emergency Action Plan"

AT&T Relay provides relay service 24/7. To extent your state shares AT&T relay facilities with other states, AT&T may provide information to you in your monthly report regarding the percentage routed out of state. All AT&T relay calls are dynamically routed to the next available communication assistant, so the percentage routed elsewhere may vary somewhat. Please refer to the NAA metric (NAA Traffic report) or consult us for more information if you have not requested a monthly report with this metric. AT&T treats this report as proprietary.

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TECHNOLOGY (ENHANCED):

See the attachment entitled "AT&T TRS Service Features"

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VOICE MAIL AND INTERACTIVE MENUS:

Voice Mail Retrieval:

Customers may request for the CA to retrieve messages from a voice mail system that may or may not be located at the same number they are calling from. The caller remains on the line while the messages are being retrieved.

Procedure:

- CA will ask customer if retrieval request is to an answering machine or voice mail
- If it is voice mail the number is dialed and greeting is relayed
- CA uses our touch tone capability to enter access codes and passwords
- CA uses our Play Back Device (PBD) to record all messages verbatim
- CA plays back recorded messages typing to customer verbatim
- Customers instructions are followed for saving, deleting, etc
- Customer is kept informed during process

Interactive Menus:

Customer may request any number that terminates to a recorded message and offers interactive menus to select proper service or department.

Procedure:

- CA uses Play Back Device (PBD) to record initial greeting and subsequent menus
- CA plays back recorded messages typing to customer verbatim
- If customer makes a selection and CA encounters additional menus these are recorded and played back to type to customer verbatim
- Customer is kept informed during process

Single Line Answering Machine:

Customer requests CA to retrieve messages from an answering machine that is located at the same number they are calling from. The caller remains on the line while the messages are being retrieved.

Procedure:

- CA requests customer to turn on their answering machine as they lay the phone near it. Once all messages have played type "ga" so that message delivery can begin
- CA uses Play Back Device (PBD) to record messages and then plays them back to type to customer verbatim
- Customer is kept informed during process

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Single Line Answering Machine: (Continued)

Or:

Customer may prefer to have the CA retrieve messages and to call them back once all messages are retrieved. The caller will provide the CA with their access codes and passwords, and hang up. The CA will retrieve their messages and call the customer back with all messages.

Procedure:

- CA requests customer's access code/passwords for retrieving messages
- CA advises customer to hang up, and to allow the answering device to pick up the phone.
- CA will call customer's line, and use Play Back Device (PBD) to record messages
- CA calls customer back a second time, uses PBD to play back recorded messages, and types messages to customer verbatim
- Customer is kept informed during process

Hot Keys:

Here is a list of general AT&T hot keys. Several of these keys may be used when a relay customer's call reaches voice mail or interactive menus.

FOR RELAY:
(nbr busy) ga or sk
(ca xxxx m/f)
(answered in TTY connecting your call)
(ca here... explaining relay)
(female)
(hung up) ga or sk
(recorded message)
(message has been left)
(male)
(and I will relay complete message)
pay per call - you will be charged for each
redial
(ringing 1...)
(one moment pls)
hold for billing verification
(state id) ca xxxx m/f with a call
(ca xxxx m/f) thank you bye sksk

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Functional Standards:

COMPLAINTS:

AT&T Relay Services Customer Satisfaction Process

Here is a summary of current practices for documenting complaints, comments, and inquiries in our relay facilities.

The AT&T Relay Services National Customer Care Center

We operate a nation-wide toll free number accessible to both TTY and voice users:

- TTY: 1-800-682-8786
- Voice: 1-800-682-8706
- Fax: 1-888-288-2184

This service is accessible 24 hours a day and allows users to call with questions, comments, commendations, and complaints regarding relay service. If a live attendant is not immediately available, the caller may leave his/her name and number for a prompt return call, usually within four hours. Customers with comments may also access the AT&T Relay Services website at the following url: www.att.com/relay, and access the page titled "We welcome your feedback". These comments receive the same timely attention that all customer comments receive from AT&T Relay Services. Response time is under twenty-four hours in over 90% of the contacts.

During call processing:

Upon request, customers are transferred to a supervisor or manager in the relay center who documents the contact in full detail, including:

- Customer name, phone and address (at customer's discretion).
- All operator numbers provided by the customer.
- Time and date of call, as well as back and forward numbers (at customer's discretion) to assist in call reports that may identify personnel or technical issues that have effected call quality.
- Verbatim report of customer's complaint, concern or inquiry, including customer's response to any clarification requested by the supervisor.
- Verbatim report of supervisor's response to customer's concerns and documentation of either (a) customer's satisfaction with response or (b) commitment to follow up action, such as technical investigation, personnel review or call back.

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During call processing: (Continued)

Supervisors who speak with customers regarding complaints are instructed to determine whether a follow up response is desired. Customers have the option of designating whether they wish to receive response by postal service, email, fax, or phone. Customers who choose to provide feedback via the AT&T Relay website may also designate the form in which they prefer to receive follow up contacts.

All information documented by the supervisor is forwarded to the National Customer Care Center for entry into a central database and distribution to appropriate parties within 24 hours of complaint receipt. Parties include Account Manager and Center Management. State agencies or departments may also be included upon request.

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CONSUMER COMPLAINTS LOGS:

AT&T has previously provided to you a copy of the annual complaint summary information and logs in June 2002, which was also filed with the FCC before or on July 1, 2002.

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PUBLIC ACCESS TO INFORMATION:

Outreach activities include AT&T Relay's website (<http://www.consumer.att.com/relay>). Copies of AT&T relay web pages are attached hereto.

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PORTABILITY OF CONSUMER DATA:

AT&T will comply with federal, state, and/or contract obligation regarding transfer of TRS consumer information to an incoming TRS vendor.

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JURISDICTIONAL COST SEPARATION:

AT&T Relay Service bills the state for intrastate minutes only and bills National Exchange Carrier Association (NECA) for interstate, international, and Internet minutes.

The TRS interstate fund administered by NECA is designed to compensate eligible providers for the costs of furnishing interstate traditional TRS, international, interstate STS, and intrastate and interstate VRS in English and Spanish. In April 2002, the FCC clarified that IP Relay falls within the statutory definition of TRS, and therefore, such services are eligible to recover their costs from the interstate TRS fund. Relay providers report their interstate, international, and Internet minutes monthly for reimbursement.

IP Relay Note:

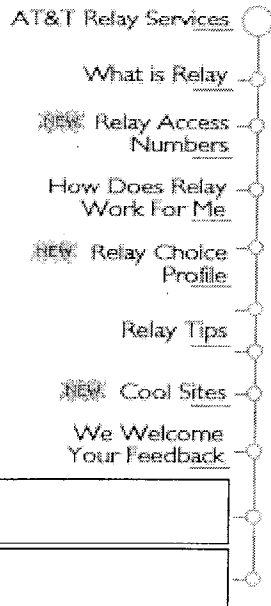
On an interim basis, the Commission allowed recovery of all costs of providing IP Relay from the interstate fund because, at this time, there is no automatic means to determine whether an IP Relay minute is intrastate or interstate. In its Second Further Notice of Proposed Rulemaking, the Commission requested comments on whether this interim measure should be permanent. Several comments were filed asking the Commission to make permanent the cost recovery for all IP relay minutes from the TRS interstate fund until such time as technology is developed that will enable identification of whether an IP Relay minute is intrastate or interstate.



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QUESTION: How can a person with a speech disability communicate over the telephone?

ANSWER: There are two calling options for persons with speech disabilities:

Hearing Carry Over (HCO): This feature allows a person who may have limited speech capabilities but who can hear, and may require use of a special phone equipment, TTY (text telephones) to communicate over the phone. For more information about HCO, [click here](#).

(NEW) Speech-to-Speech: This service allows a person whose speech may be difficult to understand to communicate over the telephone with the help of a specially trained Communication Assistant. No special telephone is needed for this calling option. For more information about STS, [click here](#).

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[How Does Relay Work For Me](#) | [Relay Choice Profile](#) | [Relay Tips](#) | [Cool Sites](#)
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QUESTION: How can a person with a speech disability communicate using standard telephone?

ANSWER:

What Is Speech-to-Speech Relay?

- Speech-to-Speech (STS) service enables a person with a speech disability to communicate on the telephone by using his/her own voice, voice synthesizer, voice enhancer, or other assistive device to communicate to the non-disabled called party.
- There is no additional cost to the customer for using this service. STS calls are billed as if dialed directly without the STS relay service.
- STS customers can call a dedicated toll free number, (800) 229-5746, and reach a specially trained Communications Assistant (CA) who will provide assistance in completing a STS call. The two customers (one with a speech disability and the other with normal voice) communicate directly with each other through the assistance of the CA.
- AT&T STS CAs are specially trained to be able to listen carefully to the STS user whose speech disability may range from a mild or severe speech loss. The STS CA provides facilitation and "revoicing" assistance to the STS caller upon request.

Is This Available In AT&T Relay States?

Yes! AT&T Speech-to-Speech relay is now available for people with speech disabilities to communicate over the telephone in all AT&T states. AT&T has established a national dedicated toll free 800 number for STS relay services to all of the AT&T contracted states and nationally for state to state long distance calling. The dedicated toll free 800 numbers for all AT&T states are:

English STS: (800) 229-5746

Spanish STS: (866) 260-9470

- Available 7 days a week, 24 hours a day
- No charge to the STS user to access AT&T Speech-to-Speech Relay Services
- STS calls are billed as if dialed directly without the STS relay service
- There is no limit to the number of Speech-to-Speech relay calls a

caller can make

How Does Speech-to-Speech Relay Work For Me?

As a telephone user with a speech disability, or as a normal telephone user, you can place a call to the Speech-to-Speech service by using the following steps:

1. For English-speaking customers, dial the AT&T Speech-to-Speech Relay number, (800) 229-5746.

For Spanish-speaking customers, dial the AT&T Speech-to-Speech Relay number, (800) 866-9470.

2. You will reach a specially trained STS Communication Assistant (CA) who will announce the call as: "AT&T Speech-to-Speech Relay Service, CA xxxx, may I have the number you are calling please?" ***There is NO CHARGE to access the Speech-to-Speech Relay services.*** However, you will be billed as if you placed a direct call to the number you ask to call.
3. Verbally tell the CA the area code and telephone number you are calling, along with any calling instructions if needed.
4. The CA will then ask you if you wish for the CA to play an *active* or *passive* role in the process of relaying your call. If you want the CA to take an **ACTIVE** role, the CA will repeat everything that is voiced by the STS user. If you want the CA to take a **PASSIVE** role, the CA will only intervene or facilitate upon request from the STS user or the called party.

Speech-to-Speech Features

- STS callers can create a Relay Choice Profile (RCP), which is a personalized database designed to help process relay calls more efficiently. One of the features of RCP is Personal Memory Dial. This list allows users to list their most frequently called names and numbers for use with relay or STS. If you would like to set up your personalized profile, go to Relay Choice Profile e-form.
- STS users can use the STS 800 number to make a relay call to a TTY or Voice Carry Over (VCO) user.

Speech-to-Speech Relay Tips

- If a STS user knows they will be repeating the same information for sequential calls, the STS user can ask the CA to record pertinent information to be repeated for sequence calls.
- When calling a person with a speech disability, please remember to speak directly to them, not the Communications Assistant.
- A STS user may ask the Communications Assistant to voice everything that is said, OR to remain silent until asked for assistance. YOU are in control of your call and control the level of involvement from the Communication Assistant.
- To help make your calls to an answering machine smoother, you can provide the STS CA in advance of the message to be left on the answering machine.

- There is no charge to access the AT&T Speech-to-Speech Relay number.
- As a STS or voice user, your Speech-to-Speech relay call will be billed (rated and rendered from the supporting LEC and Long Distance Carrier) for the Speech-to-Speech call(s) just as if the call was made directly from their home.

Where can I find additional resources related to Speech Disabilities?

- Check out Cool Sites

Can I use AT&T Speech-to-Speech Relay service from any other phone lines other than my home? (i.e. hotel, public payphone)

- Yes, a STS user can use any of the billing & calling options as listed in "Billing Options." Click here.

Is 711 accessible for STS users?

- Yes! 711 is accessible for STS users. This means STS customers who prefer "simple access" can dial 711. If STS customers prefer "quick access," they can still dial the specialized toll free 800 number for Speech-to-Speech Relay.

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The following is a copy of AT&T's Emergency Action Plan that would be executed in the unlikely event that a disaster occurs. Please note that the numbers listed in the Emergency Action Plan have been removed for security reasons.

TRS Emergency Action Plan

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